

EMERGENCY MEDICAL SERVICES OPERATIONS OFFICER

General Statement of Duties: Under general direction of the Fire Chief coordinates and administers Emergency Medical Service (EMS) within the Council Bluffs Fire Department and with local hospitals; develops and implements EMS training and recertification for all Fire Department employees; does related work as required.

Areas of Accountability:

1. Directs and coordinates activities of the EMS division.
 - Serves as liaison between the Medical Director and the Fire Department;
 - Supervises and regulates the Council Bluffs Fire Department Emergency Medical Service program in performing the audits of alarms with reference to the joint rules of Iowa as specified in the State Code and in the Board of Medical Examiner Rules;
 - Administers division budget;
 - Keeps abreast of new ideas and technology in the field;
 - Orders supplies, tools, and equipment for emergency medical service and insures that technical equipment is maintained and repaired in a cost effective manner;
 - Develops standard operating procedures in the area of EMS;
 - Compiles and prepares reports, including annual statistical report;
 - Serves as division liaison to treasurer's office to insure proper billing of accounts;
 - Conducts regular review of run reports to insure quality care and treatment, as well as adequate documentation of runs;
 - Makes recommendations concerning staff development, use of equipment; personnel assignments, qualifications of personnel;
 - Provides advice and recommendations to the Fire Chief in regards to policy and procedures for providing emergency medical care;
 - Prepares bid specifications for medical and rescue equipment.

2. Oversees medical care provided by staff assigned to Emergency Medical Services division.
 - Makes recommendations concerning hiring, transfer, promotion, and assignment of EMS staff;
 - Reviews and evaluates performance of personnel in the delivery of emergency care services on a regular basis;
 - Communicates with medical director and hospital staff concerning staff performance;
 - Makes recommendations concerning hiring and disciplinary actions; adjusts grievances;
 - Plans and supervises training opportunities for employees to develop their potential and ability to function in their job.

- Enforces department rules, regulations, City personnel policies, and union contract provisions.
3. Develops and implements EMS training programs to meet department and state requirements.
- Serves as instructor;
 - Monitors training records to ensure continuing education requirements are met;
 - Assists in coordinating specialized training with the training division;
 - Plans and coordinates recruit training to the E.M.T.B. level in conjunction with the Training Officer.
4. Maintains effective working relationships with City staff, co-workers, hospital staff, medical director and the general public.
- Coordinates public relations matters with the fire Marshall's office;
 - Represents the Fire Department at various meetings;
 - Gives presentations to civic and governmental organizations;
 - Examines and responds to citizen calls and complaints;
 - Visits local hospital emergency room departments on a periodic basis.
5. Other duties as assigned.

Required Knowledge, Skills and Abilities: Thorough knowledge of methods, materials, equipment and tools used by the Fire Department; considerable knowledge of rules, regulation, and laws relative to EMS; ability to supervise employees performing EMS; good knowledge of modern management principles and their application to EMS; ability to plan, assign and coordinate activities performed by employees; ability to establish and maintain effective working relationships with other city department staff, co-workers, the general public, and hospital personnel; ability to organize work effectively and to maintain a variety of complete and accurate records and files; ability to lead and train fire medic personnel and maintain effective discipline and morale.

Acceptable Experience and Training: Three years experience as a paramedic with the Council Bluffs Fire Department and possession of the following licenses and certifications: (1) valid Iowa Chauffeur's License; (2) valid E.M.T.P. certificate issued by the Iowa Board of Medical Examiners. Within 12 months of appointment to this position incumbent must: (1) obtain Iowa certification as Firefighter I, (2) become a certified C.P.R. instructor; (3) obtain an Emergency Rescue Technician Certificate issued by the State Health Department; and (4) be qualified by the State Health Department to coordinate and instruct the E.M.T.B. program.